

State of North Carolina

Supported Platforms List

The Supported Platform List represents major technology platforms in support of Statewide services or components used by more than one Agency.

This is a publication candidate as of 6/10/2015. Statewide Architecture is soliciting feedback to mature the list. Inclusion of a product is not a guarantee of purchase approval.

Category	Telephony
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Hardware

AVAYA (NORTEL) CARRIER REMOTE-CARRIER PSTN BASED
 AVAYA (NORTEL) CARRIER REMOTE-FIBER BASED
 AVAYA (NORTEL) SIGNALLING SERVER R7.5
 AVAYA DL360 CALL PROCESSING SERVER
 AVAYA G430 BRANCH OFFICE GATEWAY
 AVAYA G450 BRANCH OFFICE GATEWAY
 AVAYA G650 ENTERPRISE GATEWAY
 Avaya Integrated Management
 AVAYA IP OFFICE R9 BRANCH OFFICE GATEWAY
 AVAYA IP PHONE 4621SW
 AVAYA IP PHONE 9620 COLOR
 AVAYA IP PHONE 9640G
 AVAYA IP PHONE 9640G
 AVAYA IP PHONE 9650
 AVAYA IP PHONE 9670 GIGABIT
 AVAYA IP PHONE BUTTON MODULE
 AVAYA IP TELEPHONE 2140
 AVAYA IP TELEPHONE 9608
 AVAYA IP TELEPHONE 9611G
 AVAYA IP TELEPHONE 9641G
 AVAYA S8300D SURVIVABLE CALL PROCESSOR
 AVAYA S8800 CALL PROCESSING SERVER
 AVAYA TEL SET DIGITAL 2420
 AVAYA TEL SET DIGITAL 7405
 AVAYAIP PHONE 9670 GIGABIT
 CISCO CALL MANAGER
 NEC VOIP PBX
 ORACLE SESSION BORDER CONTROLLER V6.2
 TOSHIBA KEY SYSTEM
 TOSHIBA PBX SYSTEM
 TT DESK SET 3100-1TD

Software

AVAYA (NORTEL) CS 1000E
 AVAYA (NORTEL) CS 1000M
 AVAYA (NORTEL) SYSMPOSIUM CALL MANAGEMENT SYSTEM
 AVAYA APPLICATION ENABLEMENT SERVER
 AVAYA APPLICATION ENABLEMENT SERVICES SOFTWARE (CTI)
 AVAYA AURA COMMUNICATIONS MANAGER 6.2

Telephony

AVAYA AURA VOICE MESSAGE STORE SERVER
AVAYA AURA VOICE MESSAGING R6.3 MESSAGE APPLICATION SERVER
AVAYA AURA VOICE MESSAGING R6.3 SOFTWARE
AVAYA CALL CENTER ELITE AGENT R6
AVAYA CALL MANAGEMENT SYSTEM R15
AVAYA CALL PILOT VOICE MESSAGING SOFTWARE
AVAYA CENTRE VU SUPERVISOR SOFTWARE
AVAYA COMMUNICATIONS MANAGER 6.2
AVAYA ELITE MULTICHANNEL R6.1
AVAYA ELITE MULTICHANNEL AGENT SOFTWARE R6.1
Avaya Integrated Management
AVAYA INTERACTION CENTER (CTI) AGENT SOFTWARE V7
AVAYA ONE-X AGENT (AGENT SOFTPHONE)
AVAYA ONE-X ATTENDANT
AVAYA ONE-X COMMUNICATOR (SOFTPHONE)
AVAYA ONE-X MOBILE (SMARTPHONE CLIENT)
Avaya Predictive Contact Agent
AVAYA PROACTIVE CONTACT CENTER SOFTWARE
AVAYA REPORT DESIGNER
AVAYA SIP SESSION MANAGER
AVAYA SOFTWARE NETWORK REPORTING R11
AVAYA VISUAL VECTORS CLIENT SOFTWARE V11
AVAYA VOICE PORTAL R5
GENESYS CONFIGURATION SERVER SOFTWARE R8.1
GENESYS INTERACTIVE VOICE RESPONSE R8.1
GENESYS MEDIA CONTROL PLATFORM SOFTWARE R8.1
GENESYS MESSAGE SERVER SOFTWARE R8.1
GENESYS RESOURCE MANAGER SOFTWARE R8.1
GENESYS SIP SERVER SOFTWARE R8.1
NUANCE 4.5 REALSPEAK
NUANCE RECOGNIZER 9
NUANCE SELF SERVICE ONE LANGUAGE PACKAGE -ENGLISH
NUANCE SELF SERVICE ONE LANGUAGE PACKAGE -SPANISH
NUANCE SPEECH SERVER 5.1
ORACLE SESSION BORDER CONTROLLER
TELSTRAT CALL RECORDING R8
VIRTUAL HOLD VERSION 6.7 APPLICATION SOFTWARE
VIRTUAL HOLD VERSION 6.7 SERVER